



1/9

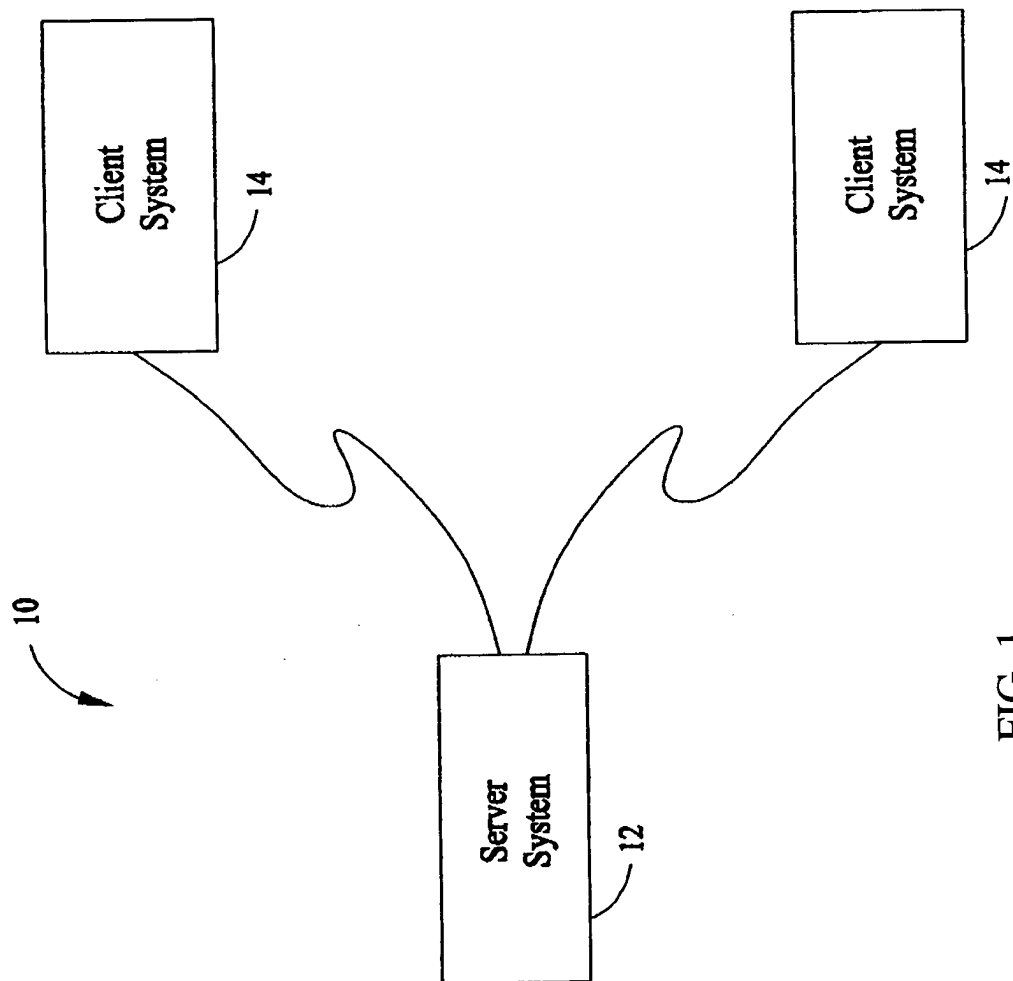


FIG. 1



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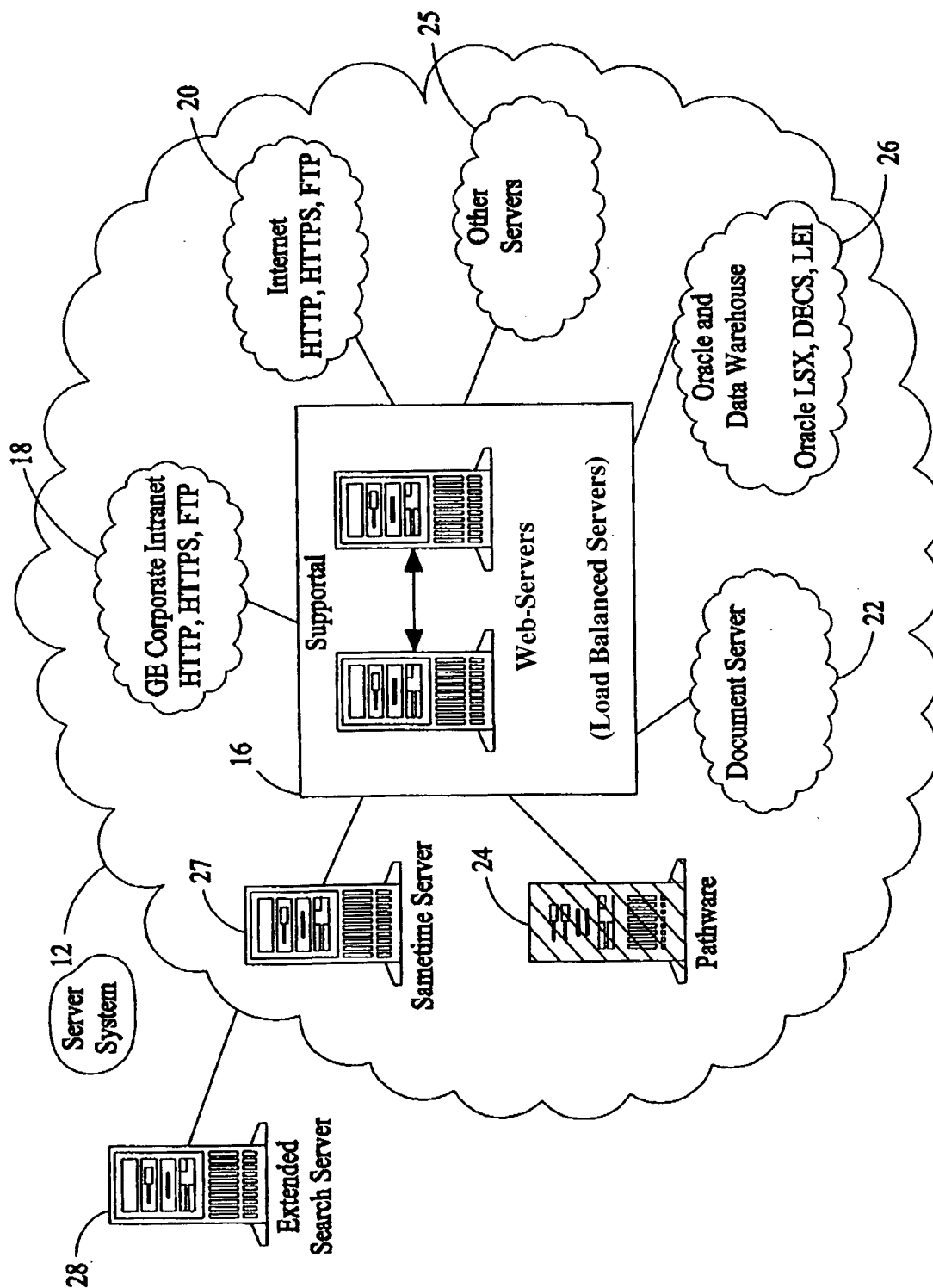


FIG. 2



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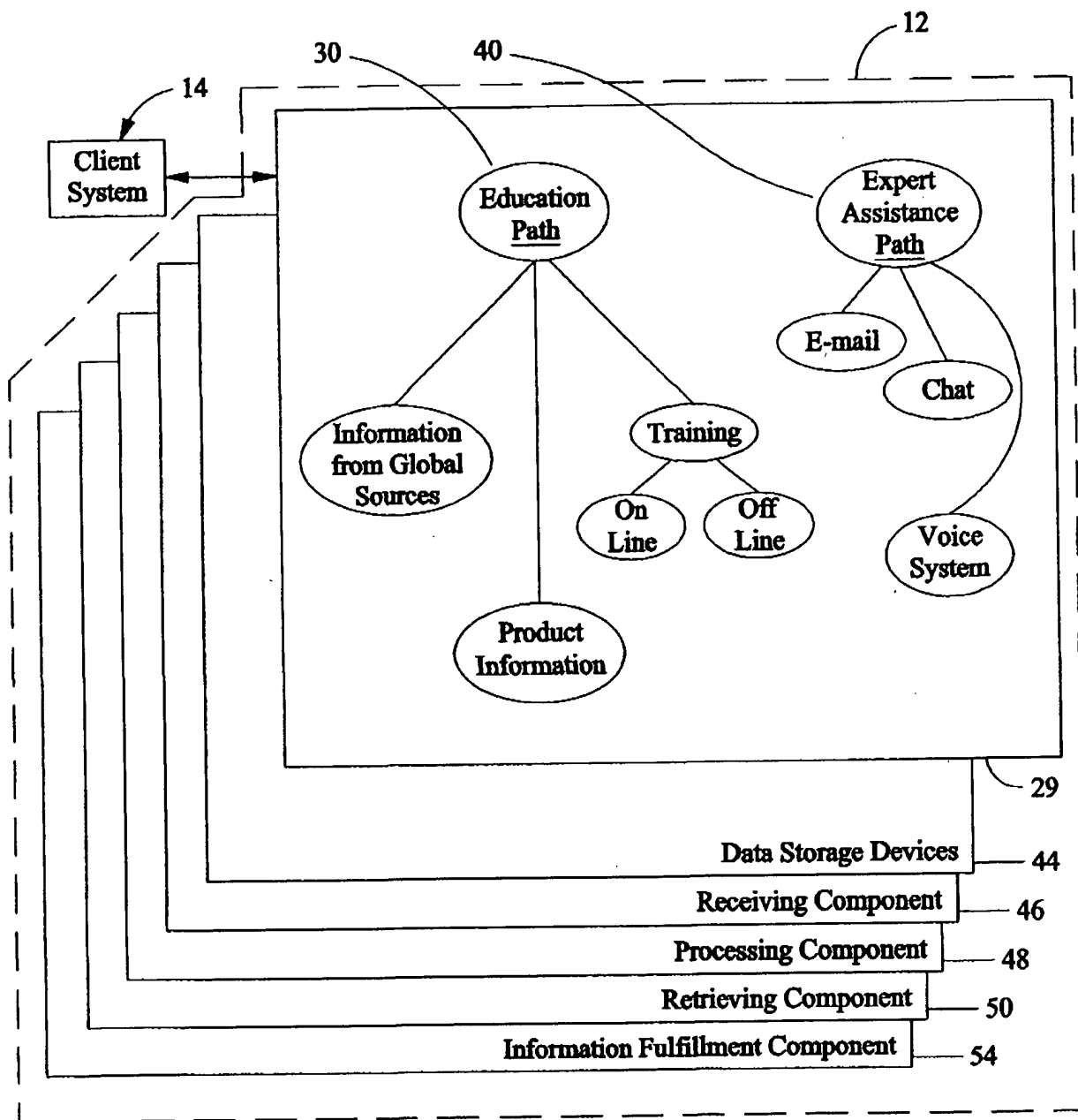


FIG. 3



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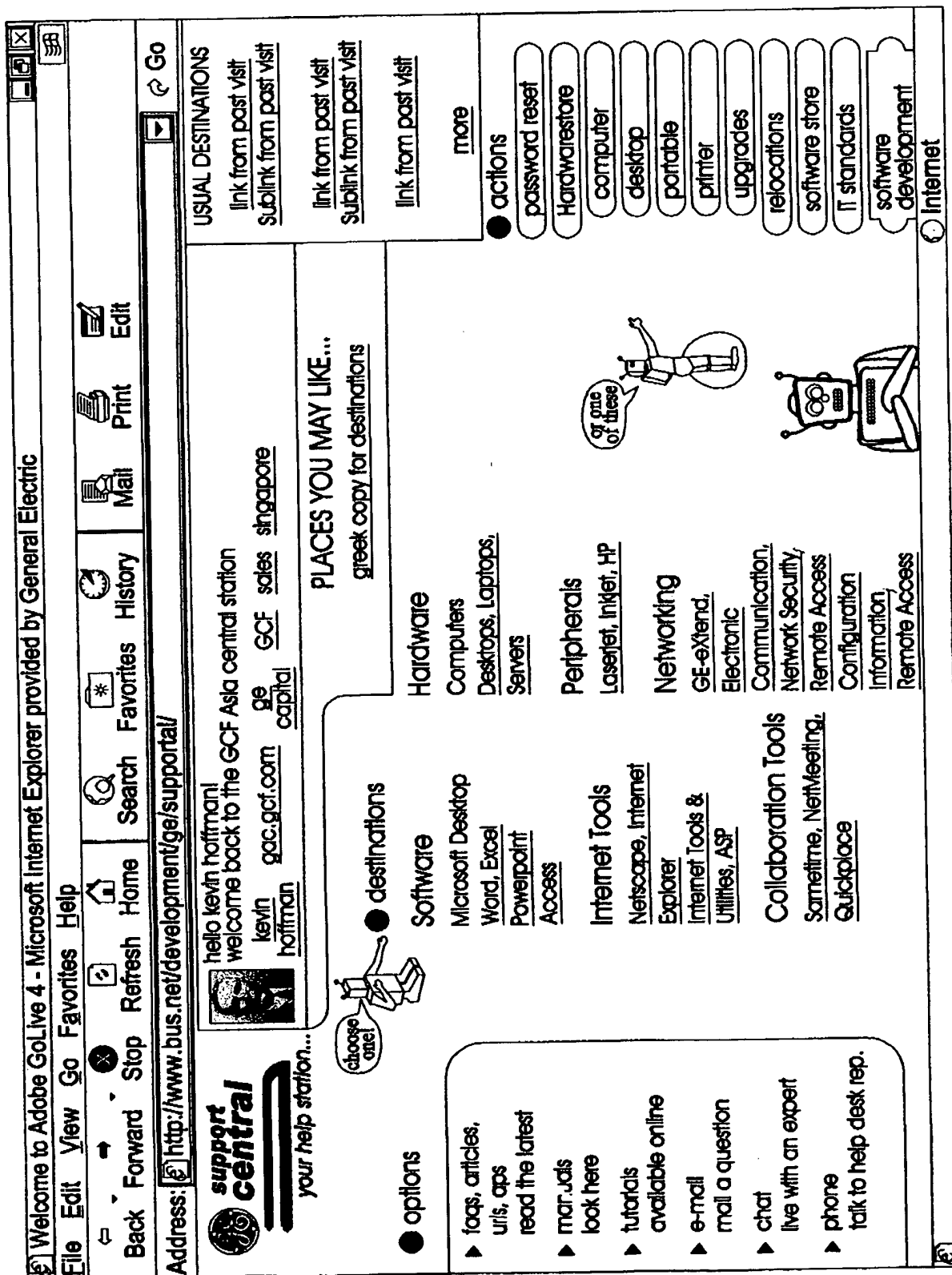


FIG. 4



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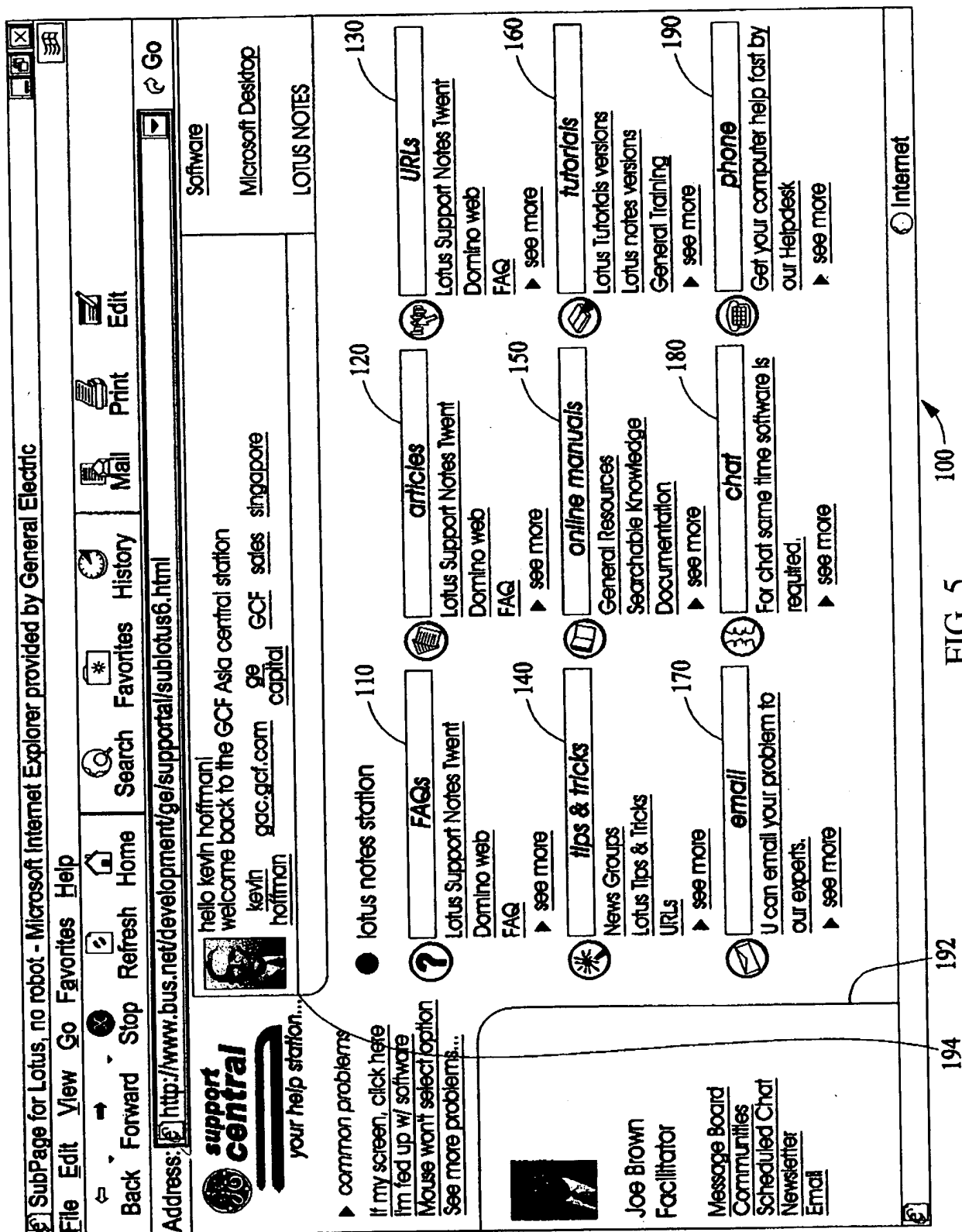


FIG. 5




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SubPage for Phone Help Desk - Microsoft Internet Explorer provided by General Electric

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit



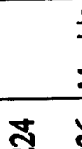
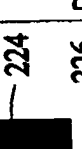
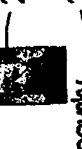
Address: http://www.bus.net/development/ge/supportal/subphone.html



hello kevin hoffman!
welcome back to the GCF Asia central station
kevin hoffman ge GCF sales singapore
gac.gcf.com capital

Software
Microsoft Desktop
LOTUS NOTES

help desk station

<div>222</div> <div><div>Joe Brown World famous expert in Lotus Notes → Click to Call</div></div>	<div>226</div> <div><div>John Smith Well-known expert in Lotus Notes → Click to Call</div></div>	<div>224</div> <div><div>Machlavielli I'm the prince of Lotus Notes → Click to Call</div></div>	<div>224</div> <div><div>Dostoevsky I'm no idiot in Lotus Notes → Click to Call</div></div>	<div>226</div> <div><div>Pablo Picasso Let me paint you a picture of Lotus Notes → Click to Call</div></div>
--	---	--	---	---

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Lotus Notes Queue Key (average hold time 60 seconds)
• Your call
• Other calls
• • • • •

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Kevin Hoffman's Help History

Description	Resolution	Date	Status	Escalate	Reopen
Problem with some keys on key board	Keyboard would be replaced	01.05.00	closed		Reopen
Unable to install printer on the PC	Check network cable map printserver	01.04.00	closed		Reopen
The display on PC is blurred and flickers	Replace monitor with new one	01.03.00	In progress		Escalate

edit your profile | provide feedback | nominate an expert | give rewards | log off | travel | link1 | link2 | link3 | link4 | link5

Internet

FIG. 7

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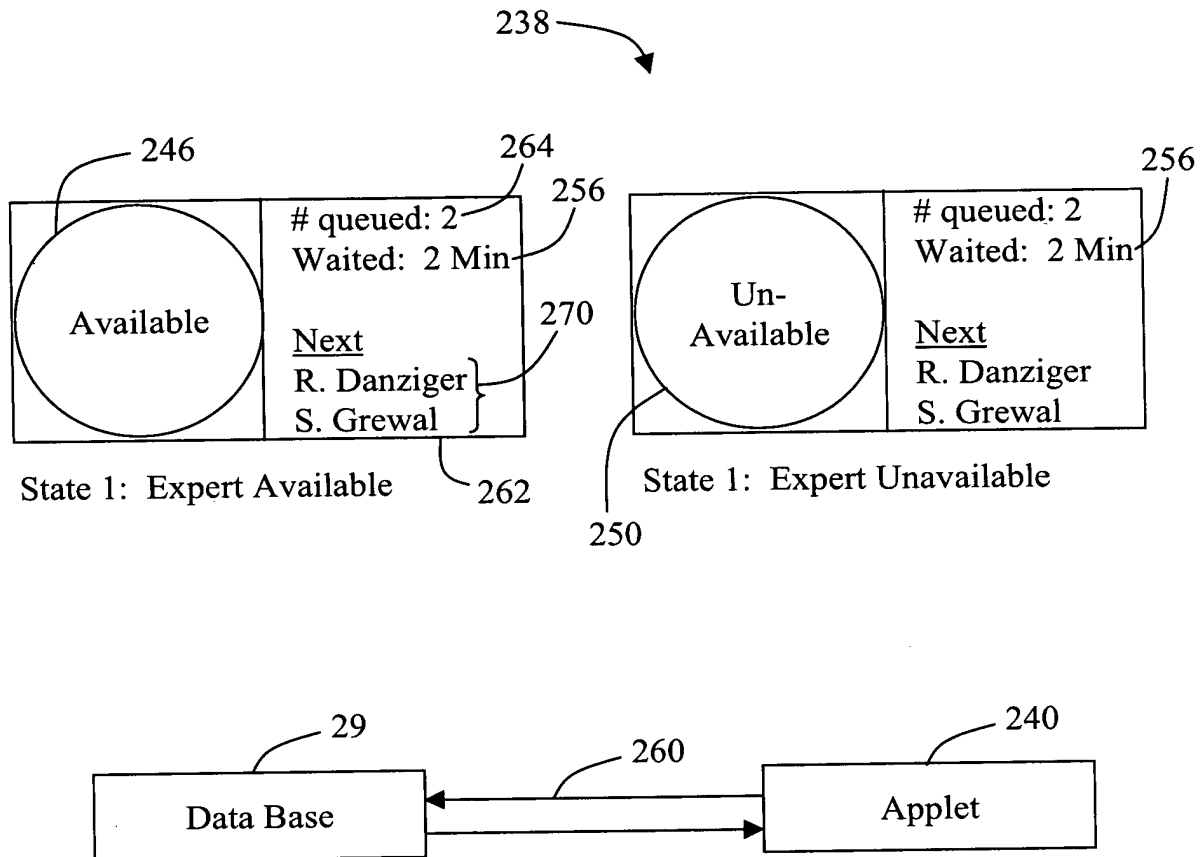


FIG. 8



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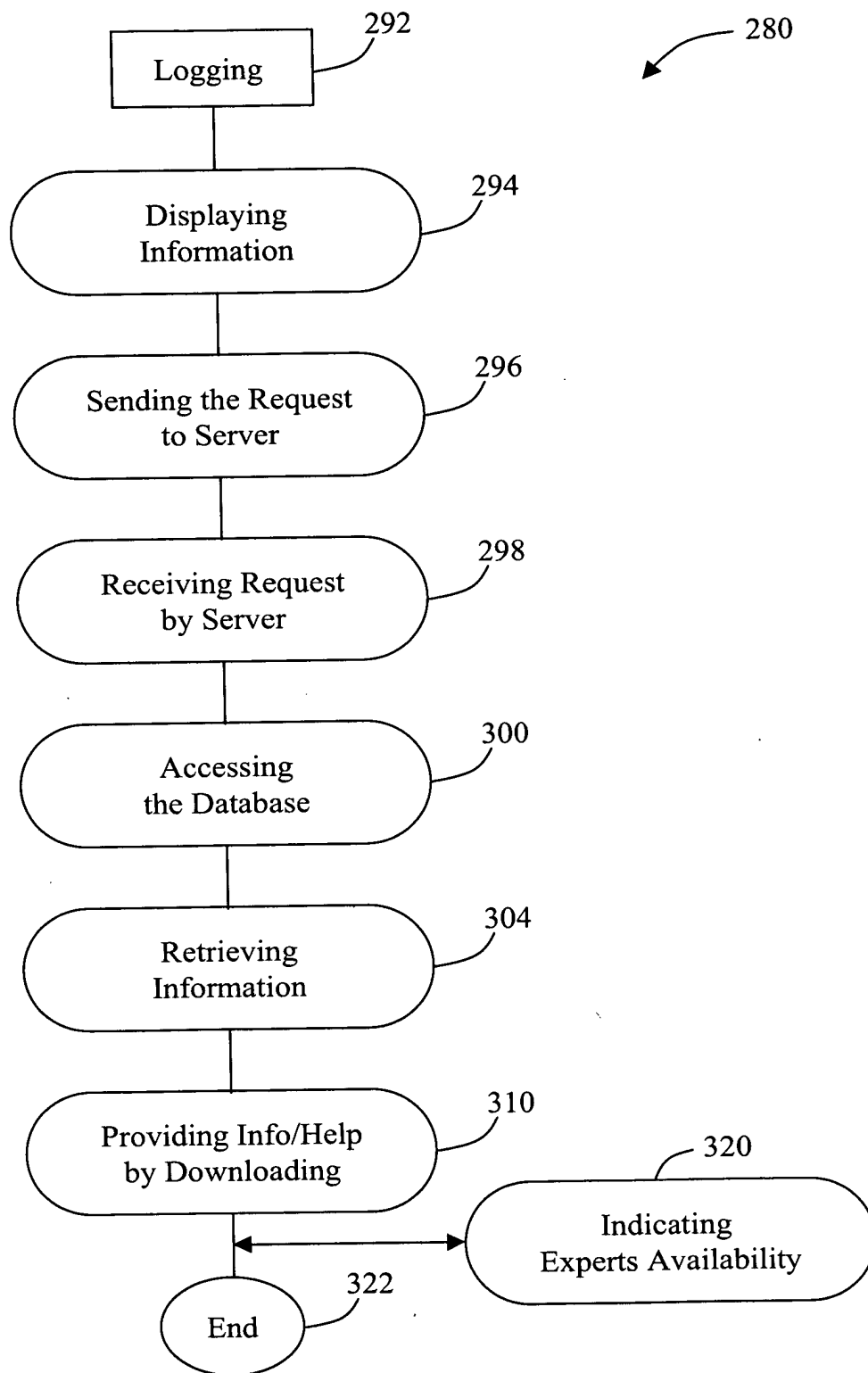


FIG. 9